

PERMITTING SERVICES

PROGRAM:

Casework Management

PROGRAM ELEMENT:

Special Exception Inspections

PROGRAM MISSION:

To inspect all special exception uses according to the schedule^a agreed to by the Department of Permitting Services and the Board of Appeals in order to ensure compliance with the conditions set by the Board of Appeals when the special exception was issued

COMMUNITY OUTCOMES SUPPORTED:

- Maintain the health, safety, morals, comfort, and welfare of citizens
- Preserve the residential character of neighborhoods

PROGRAM MEASURES

	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY05 ACTUAL	FY06 APPROVED
Outcomes/Results:						
Percentage of special exceptions inspected that were found to be in compliance	24	30	38	40	⁹ 15	45
Percentage of special exceptions inspected that were recommended to be abandoned ^b	31	15	22	30	⁹ 14	30
Number of special exception violations corrected	24	35	7	30	⁹ 24	25
Service Quality:						
Average number of days to resolve ^c a special exception complaint	18	5	6	30	15	15
Percentage of high impact uses inspected (goal = 100%) ^a	30	30	55	60	45	100
Percentage of moderate impact uses inspected (goal = 50%) ^a	20	25	31	50	31	50
Percentage of low impact uses inspected (goal = 33%) ^a	50	20	28	40	21	33
Efficiency:						
Average cost per special exception inspection (\$)	309	124	136	188	355	204
Average percentage of special inspection cost recovered from fees	28	71	81	58	32	63
Average number of special exception inspections per inspector	272	668	635	475	288	475
Workload/Outputs:						
Number of special exception complaints received	28	10	10	14	7	10
Number of special exception inspections completed	544	1,335	1,269	950	518	950
Fee charged per special exception inspection (\$)	88	88	^e 111	^e 110	^e 115	^e 128
Number of special exceptions authorized						
High impact special exceptions	156	196	NA	500	150	500
Moderate impact special exceptions	187	163	NA	250	95	250
Low impact special exceptions	48	130	NA	200	67	200
TOTAL number of special exceptions authorized	391	489	840	950	312	950
Inputs:						
Expenditures (personnel costs only) (\$000)	168	166	173	179	184	194
Workyears	^d 1.25	2.0	2.0	2.0	^f 1.8	2.0

Notes:

^aHigh impact uses are supposed to be inspected annually; moderate impact uses are to be inspected every two years; and low impact uses are to be inspected every three years.

^bA special exception is deemed abandoned when the use for which the special exception was approved ceases for a period of six months. When this occurs, the special exception is revoked.

^c"Resolve" means to determine that there is in fact a violation and to issue a notice to take corrective action.

^dAdditional staff were hired in March, 2002.

^eA 2.8% increase in the fee for Special Exceptions was approved for FY04 and FY05. A 6.4% increase was granted for FY06.

^fStaff transfers resulted in fewer work years.

⁹Fewer special exceptions were found to be in compliance, with the result that more time was required for reinspections, meetings, and hearings and less time was available for conducting new inspections.

EXPLANATION

A special exception to the Zoning Ordinance is the authorization of a specific land use by the County Board of Appeals that would not usually be appropriate without some restriction. Such an exception requires a finding that certain conditions exist, that the use is consistent with the applicable master plan, and that it is compatible with the existing neighborhood. The Department of Permitting Services is required to perform regular inspections of these special exception uses. Special exceptions are classified into three categories depending on the impact that they have on the neighborhood. Those uses deemed to have a high impact are inspected annually, those of medium impact are inspected once every two years, and those with a low impact are inspected once every three years. These inspections are done automatically, according to a schedule. In addition, unscheduled inspections may be made in response to a complaint from a citizen. Each inspection results in a finding that the special exception is in compliance, in violation, or should be abandoned (revoked). If the special exception is found to be in violation and the violation is not corrected, the Department of Permitting Services will recommend to the Board of Appeals that the special exception be abandoned.

Although the Department of Permitting Services has always had responsibility for conducting special exception inspections, in FY99 those responsibilities were focused on a single employee. The FY02 budget included funds for additional staff to allow the Department to inspect more special exceptions and to develop an accurate inventory of existing special exceptions. These enhancements have allowed the Department to more effectively monitor special exception uses to ensure that such exceptions continue to operate within the conditions set forth by the Board of Appeals and, thus, preserve the character of the neighborhood.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Montgomery County Board of Appeals.

MAJOR RELATED PLANS AND GUIDELINES: Montgomery County Zoning Ordinance, as amended.

PERMITTING SERVICES

PROGRAM:

Land Development

PROGRAM ELEMENT:

Land Development Plan Approvals

PROGRAM MISSION:

To provide timely and accurate plan approval services for new development and redevelopment by ensuring compliance with development and construction standards to protect land and water resources, meet public health standards, and provide a safe and efficient public roadway system

COMMUNITY OUTCOMES SUPPORTED:

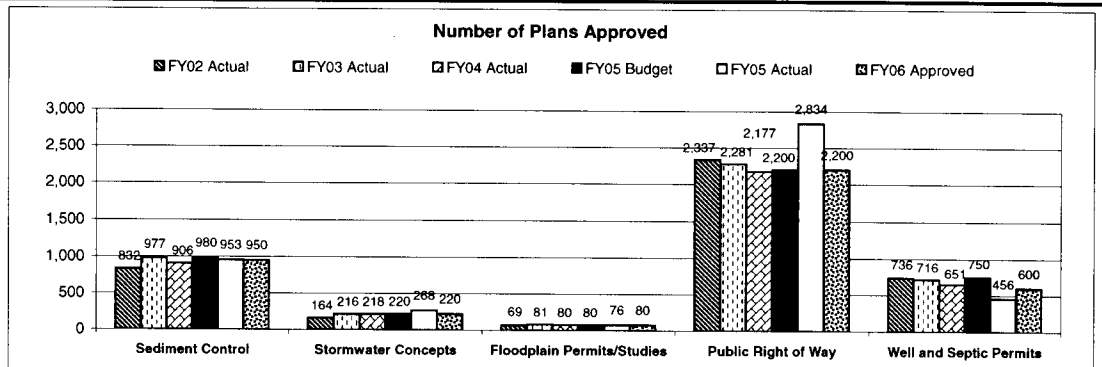
- Protection and enhancement of the environment
- Safe and maintainable roads
- Attractive communities
- Protection of public health in rural areas

PROGRAM MEASURES

	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY05 ACTUAL	FY06 APPROVED
Outcomes/Results:						
Service Quality:						
Average time to complete plan reviews (weeks):						
Sediment Control	2.8	2.8	2.8	3.0	3.0	3.0
Stormwater Concepts	3.0	3.0	2.6	3.0	3.0	3.0
Floodplain Permits/Studies	4.0	4.0	4.0	4.0	4.0	4.0
Public Right of Way	3.0	3.0	3.0	3.0	3.0	3.0
Well and Septic Permits	2.2	2.0	1.5	2.0	2.0	1.5
Efficiency:						
Cost per plan approval (\$):						
Sediment Control	505	504	580	636	687	725
Stormwater Concepts	2,111	1,835	2,400	2,950	2,552	3,027
Floodplain Permits/Studies	1,741	1,579	2,078	2,284	2,417	2,320
Public Right of Way	416	423	565	600	495	703
Well and Septic Permits	441	517	708	631	1,079	832
Workload/Outputs:						
Number of plans approved:						
Sediment Control	832	977	906	980	953	950
Stormwater Concepts	164	216	218	220	268	220
Floodplain Permits/Studies	69	81	80	80	76	80
Public Right of Way	2,337	2,281	2,177	2,200	2,834	2,200
Well and Septic Permits	736	716	651	750	456	600
Total	4,138	4,271	4,032	4,230	4,587	4,050
Inputs:						
Expenditures (personnel costs only) (\$000)						
Sediment Control	420.1	492.1	525.9	623.0	654.7	688.5
Stormwater Concepts	346.2	396.4	523.3	648.9	683.9	665.9
Floodplain Permits/Studies	120.1	127.9	166.2	182.7	183.7	185.6
Public Right of Way	972.4	965.4	1,229.8	1,519.3	1,404.1	1,546.9
Well and Septic Permits	324.5	369.9	461.2	473.6	492.0	499.1
Total	2,183.3	2,351.7	2,906.4	3,247.5	3,418.4	3,586.0
Workyears:						
Sediment Control	7.5	7.9	7.7	7.0	7.0	6.9
Stormwater Concepts	5.8	6.3	6.0	7.3	7.3	6.6
Floodplain Permits/Studies	1.8	1.8	1.8	1.8	1.8	1.6
Public Right of Way	15.4	14.5	13.5	14.2	14.2	14.8
Well and Septic Permits	4.9	5.2	5.2	4.7	4.7	4.5
Total	35.4	35.7	34.2	35.0	35.0	34.4

Notes:
EXPLANATION:

The numbers of Public Right of Way plans, Floodplain Permits/Studies, and Stormwater Concepts approved are expected to remain stable in FY05 and FY06. (The number of Stormwater Concept plans increased in FY03 due to changes in the County Code.) Well and Septic Permits fluctuate with the amount of land that is subdivided in the outer areas of the County, which can vary from year to year. The number of Sediment Control Plans can also vary based on the amount and location of land that is available for development.



PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Department of Environmental Protection, Department of Public Works and Transportation, Department of Health and Human Services, Maryland-National Capital Park and Planning Commission, Washington Suburban Sanitary Commission.

MAJOR RELATED PLANS AND GUIDELINES: Department of Permitting Services Automation Strategic Plan, Department of Permitting Services Departmental Reorganization Initiative.

PERMITTING SERVICES

PROGRAM:

Land Development

PROGRAM ELEMENT:

Sediment Control Enforcement

PROGRAM MISSION:

To provide sediment control inspections for development sites in Montgomery County to ensure compliance with State and local construction and environmental laws and regulations

COMMUNITY OUTCOMES SUPPORTED:

- Protection of the environment and County streams
- Provision of safe and maintainable roads and storm drains
- Provision of attractive communities

PROGRAM MEASURES

	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY05 ACTUAL	FY06 APPROVED
Outcomes/Results:						
Number of notices of violation issued	1,166	844	1,211	1,030	1,091	1,030
Number of stop work orders issued	94	82	110	105	96	105
Amount of fines collected (\$000)	53	71	91	35	78	35
Service Quality:						
Average inspection frequency (weeks)	2.2	2.0	2.3	2.1	2.4	2.1
Efficiency:						
Average number of inspections per inspector	1,014	954	1,294	1,290	1,274	1,290
Average number of inspections per inspector per day	4.7	4.4	6.0	6.0	5.9	6.0
Workload/Outputs:						
Number of inspections performed	12,167	12,885	19,406	19,350	19,115	19,350
Number of sediment control permits issued	832	977	906	980	953	950
Inputs:						
Expenditures (inspection personnel costs only) (\$000)	716	763	992	1,082	1,117	1,204
Workyears (inspectors)	12.0	^a 13.5	15.0	15.0	15.0	15.0

Notes:

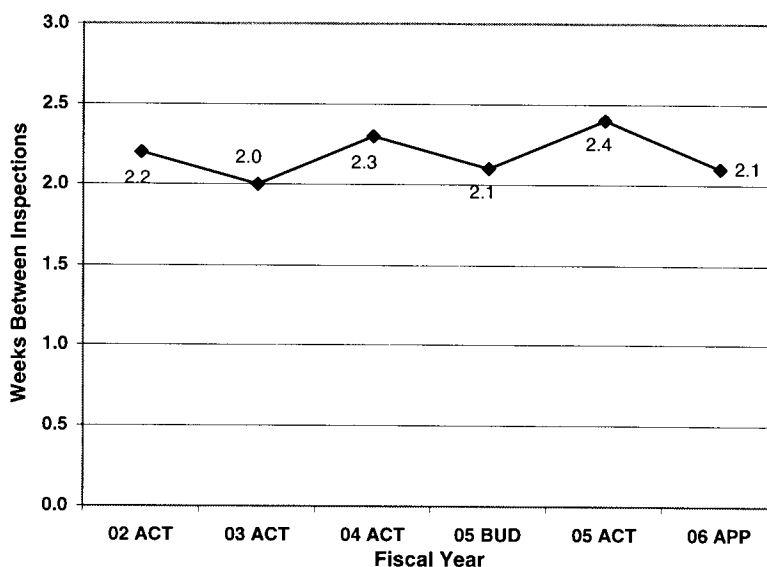
^aOne inspector was hired on June 2, 2003, and another inspector was hired July 28, 2003. One inspector was on light work duty for 8 of the 12 months. Three new inspectors were hired in FY05.

EXPLANATION:

Maryland law requires that the County be responsible for inspection and enforcement of the erosion and sediment control program to "Ensure that every active site having a designed erosion and sediment control plan is inspected for compliance with the approved plan on the average of once every 2 weeks." Prior to FY02, the Department of Permitting Services was unable to meet the requirement for a two-week inspection frequency: on average, all sites were visited approximately every four weeks.

The Department has increased the number of sediment control inspectors in order to comply with the Maryland Department of the Environment's two-week inspection frequency requirement. All sediment control inspector positions and staff were fully trained and functional by mid-FY04.

Average Inspection Frequency



PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Department of Environmental Protection, Department of Public Works and Transportation.

MAJOR RELATED PLANS AND GUIDELINES: Annotated Code of Maryland, Maryland Department of the Environment Sediment Control Triennial Review, Sediment Control Task Force Committee.